

Part C State Annual Performance Report (APR) for FFY 2005 (2005-2006)**Overview of the Annual Performance Report Development:**

The FFY 2005 APR was developed using data compiled primarily from BabyTrac “snapshot” of BabyNet caseload on June 30, 2006. This data was used to identify noncompliance for FFY 2005. Each BabyNet service coordinator was asked to account for all instances of noncompliance by August 1, 2006. In many instances, the identified noncompliance was a result of delay data entry by service coordinators for activities completed *prior* to June 30th. A table summarizing information collected from BabyNet staff is included for indicators where available.

The information included in this report was reviewed in detail with the State ICC during a meeting held on January 23, 2007. Because the SC Compliance Agreement was in place for essentially all of FFY 2005, the lead agency was responsible for close monitoring of all performance and compliance indicators throughout the reporting period. These indicators have been discussed at each meeting of the interagency coordination teams at the local (DHEC regional) and statewide level, as well as reported at *each* ICC meeting.

The revision to the BabyNet policy and procedure manual that reflects programmatic changes made in response to the Compliance Agreement went into effect in August 2006. Therefore, the data provided in this report was collected prior to full implementation of changes known to be required to assure adequate performance on all indicators. Nonetheless, this report documents substantial improvement in all areas of Part C program implementation. It is reflective of the consistently hard work done by DHEC program staff and all collaborating agencies and contractors, with input from the State ICC. In addition to their dedication to the program, these strides could not have been made without the on-going support of the DHEC Commissioner (C. Earl Hunter), Deputy Commissioner for Health (Dr. Lisa Waddell), and Assistant Deputy Commissioner for Public Health Services (Richard L. Hatfield).

Monitoring Priority: Early Intervention Services In Natural Environments

Indicator 1: Percent of infants and toddlers with IFSPs who receive the early intervention services on their IFSPs in a timely manner. (20 U.S.C. 1416(a)(3)(A) and 1442)

Measurement:

Percent = [(# of infants and toddlers with IFSPs who receive the early intervention services on their IFSPs in a timely manner) divided by the (total # of infants and toddlers with IFSPs)] times 100.

Account for untimely receipt of services.

| | | Measure | Numerator | Denominator |
|------|---------------------------------------|--|---|-------------------------------------|
| FFY | | Percent of enrolled infants and toddlers who received IFSP service(s) within 30 days of completion of IFSP | # "Actual" start date for IFSP services is no later than 30 days after "planned" start date | Total # active children with IFSP (|
| 2005 | Measurable and Rigorous Target | 95% | | |
| 2005 | Actual Target Data | 95% | 3,315 | 3,475 |

1. *Data source:* BabyTrac June 10, 2006 "snapshot" of all active BabyNet cases.
2. *Data collection process:*
 - a. DHEC central office staff completed statewide data run on June 30, 2006 of all children with an IFSP to identify all instances where services listed on the current IFSP were initiated 30 days or more after the IFSP was completed (signed by the parent).
 - b. Each BabyNet intake/service coordinator was asked to report reason for every instance of late initiation of services for every child on their caseload on June 30, 2006.
3. *Details*

| Indicator # 1 Detailed Summary Table | | | |
|---|--------------|-----------------|----------------|
| REASON FOR DELAY OF IFSP SERVICE INITIATION | | | |
| | # | % | |
| Total # children with IFSPs | 3,475 | | |
| Children receiving timely IFSP services | 3,315 | 95% | |
| Children with delay in one or more IFSP services | 160 | 5% | |
| Reason for Delay in IFSP Service Initiation | # | % Delays | % Total |
| BabyNet staff failed to make necessary arrangements | 3 | 2% | <1% |
| Family did not keep scheduled appointment | 9 | 6% | <1% |
| Needed providers not available | 102 | 64% | 3% |
| Timely initiation of services, but no BabyTrac data entry | 46 | 29% | 1% |
| TOTAL with delay in one or more IFSP services | 160 | 100% | 5% |

Discussion of Improvement Activities Completed and Explanation of Progress or Slippage that occurred for 2005 (2005-2006):

State has met FFY 2005 target this indicator.

The following action have been taken to further improve performance:

1. Increased emphasis and on-going training to assure prompt entry of all data into BabyTrac system. As of July 2005, all service coordinators have direct web-based access to BabyTrac for data entry and for caseload management. Additional tools have been added to BabyTrac to better assist caseload management (i.e. reminders when key services are due and flags when services — or data entry -- are overdue).
2. Addition of Provider Relations Coordinator in April 2006 to concentrate on training, recruitment and retention of BabyNet service providers.
3. The Provider Relations Coordinator and Provider Relations Consultant have scheduled regional meetings with contracted BabyNet providers to discuss questions, issues and concerns related to provision of BabyNet services.
4. The Provider Relations Coordinator is responsible for prompt response to any complaints submitted by contractors or providers regarding access to and delivery of BabyNet services.
5. Provider Relations Coordinator has initiated contact with large-scale provider of pediatric PT services as part of recruitment efforts in an underserved part of the state.

These efforts are hampered by unexpected delays in filling all vacant positions. Thus the current Provider Relations Coordinator must continue to coordinate monitoring activities and service as procedural safeguard officer. Full attention to the Provider Relations role will not be possible until these key positions are filled.

Revisions, with Justification, to Proposed Targets / Improvement Activities / Timelines / Resources for (Insert FFY)

[If applicable]

Part C State Annual Performance Report (APR) for FFY 2005 (2005-2006)**Monitoring Priority: Early Intervention Services In Natural Environments**

Indicator 2: Percent of infants and toddlers with IFSPs who primarily receive early intervention services in the home or programs for typically developing children.¹ (20 U.S.C. 1416(a)(3)(A) and 1442)

Measurement: Percent = [(# of infants and toddlers with IFSPs who primarily receive early intervention services in the home or programs for typically developing children) divided by the (total # of infants and toddlers with IFSPs)] times 100.

| Date | | | Numerator | Denominator |
|-----------------|--|------------|--|-----------------------------------|
| | Percent children with IFSPs who primarily service site is in the natural environment (as defined by OSEP). | % | # Of infants and toddlers with IFSPs who primarily receive early intervention services in the home or programs for typically developing children | Total # active children with IFSP |
| FFY 2005 | Measurable and Rigorous Target | 96% | | |
| 12/01/03 | BabyNet Performance | 91% | 1,335 | 1,473 |
| 12/01/05 | BabyNet Performance | 86% | 2,755 | 3,198 |

Data source: BabyTrac. Same data previously submitted to OSEP.

Discussion of Improvement Activities Completed and Explanation of Progress or Slippage that occurred for 2005 (2005-2006):

The state targets were established based on known performance in 2004 as reported in the “December 1” data submitted to OSEP that year. Starting in 2005, program focused on BabyTrac enhancements, and accurate and prompt data entry *by each service coordinator*. Prior to this several agencies submitted data to DHEC for central data entry.

In addition, the proportion of children served in the natural environment is decreasing as a result of program emphasis on increasing the caseload during the 3-year Compliance Agreement with OSEP that ended September 9, 2007. As caseload increased the number of providers serving children in the natural environment was stable at best. These changes were made at the same time the number of children receiving Part C services began to increase statewide in response to Compliance Agreement activities. These trends were emerging when the measurable and rigorous targets were developed for the FFY 2005 State Performance Plan.

Thus performance has “slipped” for the current reporting period primarily due to lack of access to special therapies (and other services) in the natural environment for the following reasons (at a minimum):

1. Low reimbursement rates compared to “usual and customary” charges and rates paid in surrounding states that enjoy higher state participation in funding for early intervention services;
2. Increased providers costs associated with delivering services outside of the usual workplace for most DHEC contracted providers; and

¹ At the time of the release of this package, revised forms for collection of 618 State reported data had not yet been approved. Indicators will be revised as needed to align with language in the 2005-2006 State reported data collections.

3. Extremely limited numbers and uneven distribution of pediatric special therapy (PT, OT, speech) providers.

The following improvement activities are planned for calendar year 2007:

1. Additional detailed analysis of BabyTrac data to identify specific geographic locations and/or provider types contributing to delays resulting from limited access to providers;
2. Use of above data to target provider training, recruitment and retention activities;
3. General increase in active provider recruitment statewide; and
4. Development of comprehensive long term (three to five year) plan for provider recruitment beginning with pre-service training.

These activities will be led and coordinated by DHEC BabyNet staff with assistance and input from collaborating agencies and the State ICC.

Revisions, with Justification, to Proposed Targets / Improvement Activities / Timelines / Resources for FFY 2005

DHEC will consider changes to the proposed targets during the current calendar year. However, because substantial changes were made to program policies and procedures effective August 2006, we wish to submit changes (with justification) for this and other measures after nine to twelve months of full implementation of the new policies. This will assure that the targets are based on data collected when the program was known to be in substantial compliance with applicable laws and regulations. Proposed changes will be reviewed in detail with the State ICC during upcoming meetings.

Monitoring Priority: Early Intervention Services In Natural Environments

Indicator 3: Percent of infants and toddlers with IFSPs who demonstrate improved:

- a. Positive social-emotional skills (including social relationships);
- b. Acquisition and use of knowledge and skills (including early language/ communication); and
- c. Use of appropriate behaviors to meet their needs.

(20 USC 1416(a)(3)(A) and 1442)

Overview of Issue/Description of System or Process:

The Team for Early Childhood Solutions (TECS) at the University of South Carolina Center of Excellence has been contracted by the lead agency to collect, analyze, report data related to Indicator 3 (child outcomes) and Indicator 4 (family outcomes). Activities are completed with input from lead agency, collaborating agencies, OSEP and the State ICC. For all children, status at entry will be collected at completion of the initial IFSP. Status at exit will be determined as part of the final the IFSP, or upon transition out of BabyNet. SC will use processes, rating scale points and definitions developed by the Early Childhood Outcomes Center (ECO) to include use of an ECO-approved state specific Child Outcomes Worksheet (COW), and Child Outcomes Summary Form (COSF). Electronic databases were designed and implemented by TECS for capturing of “entry” and “exit” data for each child. This electronic database will be maintained and monitored by TECS for quality assurance and analysis. (Use of additional assessments as crosswalks will be considered when they are developed on a national level).

In 2005-2006, several state-specific training materials were developed and made available to BabyNet staff and contracted providers through an Appendix to the policy and procedure manual (www.scdhec.net/babynet), web-based instructional module; and on-site training events. Face-to-face training for BabyNet system personnel included a joint session conducted by TECS staff with the National Early Childhood Technical Assistance Center (NECTAC) and Early Childhood Outcome Center (ECO) staff. TECS will coordinate and provide on-going training and technical assistance related to the electronic database, data collection protocols, and data entry for all BabyNet system personnel.

Baseline Data:

Baseline data to be reported in the FFY 2006-2007 APR will include the number and percent of infants and toddlers who:

1. Did not improve functioning;
2. Improved functioning but not to a degree sufficient to move nearer to functioning comparable to same-aged peers;
3. Improved functioning to a level nearer to same-aged peers but did not reach it;
4. Improved functioning to reach a level comparable to same-aged peers; and
5. Maintained functioning at a level comparable to same-aged peers.

Entry status information available to date:

In 2005-2006, SC providers used the ECO 7-point rating scale to collect data on children as they entered the program. Children who received ratings of 6 or 7 were considered to be functioning “comparable to same-aged peers” based on the ECO definitions of these ratings. The rating of 6 is defined as “between completely and somewhat” which indicates that a child functions generally typical for his or her age across situations; the rating of 7 is defined as “completely” which indicates that a child shows behaviors and skills expected for his or her age in all or almost all everyday situations. Children who received ratings of 1, 2, 3, 4, or 5 were considered to be functioning “below same-aged peers” based on the ECO definitions of these ratings. The rating of 1 is defined as “not yet” which indicates that a child does not yet show behaviors and skills expected for his or her age across situations nor does the child have immediate foundational skills; the rating of 2 is defined as “between emerging and not yet”; the rating of 3 is defined

as “emerging” which indicates that a child does not yet show behaviors and skills expected or a child of his or her age in any situation but the child does have immediate foundational skills; the rating of 4 is defined as “between somewhat and emerging”; and the rating of 5 is defined as “somewhat” which indicates that a child has a mix of age appropriate and non-age appropriate, showing behavior skills expected for his or her age some of the time across situations.

Between August and December 2006, 810 children entered BabyNet system. Useable data was available for 346 (43%) of children entering the program. Of those with completed data, most (58% - 75%) were functioning below their same-aged peers in each of the three OSEP outcome areas upon entering the SC early intervention system- BabyNet.

Findings are summarized in the table below.

| Indicator 3 ENTRY Data Summary | | | | | |
|--|-------|-----------------|-----|--------------|-----|
| Child Outcome | TOTAL | Below Age-Level | | At Age-Level | |
| | | # | % | # | % |
| Positive socio-emotional skills | 346 | 200 | 58% | 146 | 42% |
| Acquiring and using knowledge and skills | 346 | 273 | 79% | 73 | 21% |
| Taking appropriate action to meet needs | 346 | 224 | 65% | 122 | 35% |

Data will continue to be collected electronically at “entry” on all children entering the system and at “exit” for all children transitioning out of the system. SC will implement collection of initial “exit” data in February 2007, as some of the children whose “entry” data was captured in August 2006 will be transitioning out of the BabyNet system. SC will use the ECO resources (i.e. COSF, ECO calculator, etc.) to assist with determining overall reporting data on child progress in the five OSEP categories. This data will provide baseline data and targets to be reported in the 2008 APR.

Discussion of Baseline Data:

Baseline data are not available at this time.

Measurable and Rigorous Target:

This is a new indicator and SC Part C will develop targets after exit data is collected during FY 2006-2007

Improvement Activities/Timelines/Resources:

Improvement activities are planned to assist with improving the child outcomes reporting process as well as ensure valid and reliable data. The following are some planned improvement activities:

| Activity | Lead Person / Agency | Completion Date | Notes (including resources needed) |
|--|-----------------------------|------------------------|---|
| Ongoing training with BabyNet system personnel to increase knowledge and skill regarding child outcomes and child outcomes processes. | DHEC, State ICC, TECS | On-going | Includes NECTAC/ECO resources and TA |
| Ongoing training with BabyNet system personnel to increase comfort and utilization of electronic database portal for collection of "entry" and "exit" data. | DHEC, State ICC, TECS | On-going | |
| Regular (monthly) contact monitoring for correlation of the consistency between electronic databases to ensure same number of children entering BabyNet system are reported in the electronic database with an <i>entry</i> rating and the same number transitioning from the BabyNet system are being reported in the electronic database with an <i>exit</i> rating. | DHEC, State ICC, TECS | On-going | |
| Regular (at least monthly) communication to report electronic data input inadequacies to BabyNet personnel. | DHEC, TECS | On-going | Includes communication with Regional level BabyNet personnel for information dissemination to local levels. |
| Implement quality assurance/monitoring activities to ensure internal reliability of rating decision making processes through BabyNet monitoring system. | DHEC | On-going | Includes BabyNet monitoring team |

Monitoring Priority: Early Intervention Services In Natural Environments

Indicator 4: Percent of families participating in Part C who report that early intervention services have helped the family:

- A. Know their rights;
- B. Effectively communicate their children's needs; and
- C. Help their children develop and learn.

(20 USC 1416(a)(3)(A) and 1442)

Measurement:

- A. Percent = # of respondent families participating in Part C who report that early intervention services have helped the family know their rights divided by the # of respondent families participating in Part C times 100.
- B. Percent = # of respondent families participating in Part C who report that early intervention services have helped the family effectively communicate their children's needs divided by the # of respondent families participating in Part C times 100.
- C. Percent = # of respondent families participating in Part C who report that early intervention services have helped the family help their children develop and learn divided by the # of respondent families participating in Part C times 100.

Overview of Issue/Description of System or Process:

University of South Carolina Center of Excellence (DHEC contractor) served as the lead for developing, conducting and evaluating processes and outcomes related to this indicator with guidance from OSEP and the lead agency (DHEC). The data collection and reporting plan was designed, presented to the Interagency Coordinating Council (ICC) and approved by the lead agency.

The NCSEAM family survey was chosen with consensus that it would best meet BabyNet program needs. The family's initial/baseline measurement for this outcome was captured using the impact portion (22 questions) of the **Family Survey** developed by the *National Center for Special Education Accountability and Monitoring (NCSEAM)* with five added demographic questions. The NCSEAM **Family Survey** was chosen because it had been tested and proved to have adequate levels of validity and reliability at the time of South Carolina (SC) implementation. The impact portion of the survey focuses on the "Impact of Early Intervention Services on Your Family". This portion of the survey was designed for states to use to report state performance on the Part C indicators #4a, 4b, and 4c which determine if families feel that early intervention services have helped them 4a- know their rights, 4b- effectively communicate their children's needs, and 4c-help their children develop and learn. The five demographic questions were included to provide SC with information regarding the representation of children and families completing the survey. It was determined that SC would use the NCSEAM recommended standards corresponding to the following scale values and would be used as "cut scores": 4a (know their rights)= 539; 4b (effectively communicate their children's needs)= 556; and 4c (help their children develop and learn)= 516. These cut scores represent the minimum level of services that parents, advocates, researchers, and administrators agree should be attained in all programs, for all children.

Baseline Data for FFY 2006:

| Indicator 4 FFY 2005 (2005-2006) | | |
|---|---|-----|
| Percentage of families who state that early intervention services have helped them: | | |
| A. | Know their rights | 74% |
| B. | Effectively communicate their child's needs | 70% |
| C. | Help their child develop and learn | 86% |

Discussion of Baseline Data:*Overview of Initial Family Survey Process*

The families included in the survey distribution were those with children who transitioned/exited between the three-month timeframe of 5/01/06-7/31/06 with an exclusion of children who had been in the system for less than six months prior to transitioning/exiting due to factors such as relocation, voluntary exits, or deceased. The SC Budget and Control Board-- who manages Part C data through an electronic system known as *BabyTrac* provided the family contact information for mailings. A total of 1001 families met the established criteria.

These families all received an *Invitation to Participate* as written notification, a *Frequently Asked Questions Sheet*, a *Brochure*, a *Survey*, and a *Postage Paid Envelope*. They were asked to complete and return the survey within thirty-days. The families were offered three options for the completion of the survey-- paper and pen, online, and proxy service. TECS teamed with local family support groups and provided information and training regarding IDEA 2004, the NCSEAM family survey, and the importance of capturing SC data regarding the impact of our BabyNet system. The proxy service provided community contacts from local family support groups for those families who felt they had limitations such as reading, language, or comprehension for the completion of the survey. Of the offered formats 86% (n=174) were completed using paper and pen; 14% (n= 29) were completed online; none were completed using proxy service. It was felt that families may not have had a clear understanding of the functions of the proxy service or did not have a comfort level for initiation of proxy services for completion of the survey.

In addition to using the impact portion of the NCSEAM survey, SC adopted the use of Scantron resources to insure additional reliability and validity of survey results. The paper survey was validated manually and electronically for incomplete and missed responses while the online survey was password protected. Of the 1001 mailed surveys— 6% (n=57) were returned with insufficient addresses; 76% (n=770) gave no responses/incomplete returned surveys; 17% (n=174) were returned completed within set timeframes; 1% (n= 7) were returned completed after set timeframe and excluded from final analyses. The family survey overall response rate was 18% (rounded up from 17.96%).

*Overview of SC Year 1 Family Survey Data Collected in 2006***Results**

SPP/APR Indicator #4a: Percent of families participating in Part C who report that early intervention services have helped the family know their rights.

Standard: A 0.95 likelihood of a response of “agree,” “strongly agree” or “very strongly agree” with this item on the NCSEAM survey's Impact of EI Services on Your Family scale: “*Over the past year, Early Intervention services have helped me and/or my family: know about my child's and family's rights concerning Early Intervention services.*”

| | | |
|---|------------|--------------------------------|
| Percent at or above indicator 4A standard (539): | 74% | (SE of the mean = 3.8%) |
|---|------------|--------------------------------|

SPP/APR Indicator #4b: Percent of families participating in Part C who report that early intervention services have helped the family effectively communicate their children's needs:

Standard: A .95 likelihood of a response of “agree,” “strongly agree” or “very strongly agree” with this item on the NCSEAM survey's Impact of EI Services on Your Family scale: “*Over the past year, Early Intervention services have helped me and/or my family: communicate more effectively with the people who work with my child and family.*”

| | | |
|---|------------|--------------------------------|
| Percent at or above indicator 4B standard (556): | 70% | (SE of the mean = 3.9%) |
|---|------------|--------------------------------|

SPP/APR Indicator #4c: Percent of families participating in Part C who report that early intervention services have helped the family help their children develop and learn.

Standard: A .95 likelihood of a response of “agree,” “strongly agree” or “very strongly agree” with this item on the NCSEAM survey’s Impact of EI Services on Your Family scale: *“Over the past year, Early Intervention services have helped me and/or my family: understand my child’s special needs.”*

| | | |
|---|------------|--------------------------------|
| Percent at or above indicator 4C standard (516): | 86% | (SE of the mean = 3.0%) |
|---|------------|--------------------------------|

Number of Valid Responses: 136 Mean Measure: 649

Measurement reliability: 0.93 Measurement SD: 172

Averages of 8 U.S. states’ 1,750 families participating in the 2005 NCSEAM Pilot Study:

| Indicator | A | B | C | SE of Mean | Mean Measure | SD |
|-----------|-----|-----|-----|-------------|--------------|-----|
| Value | 74% | 70% | 84% | 0.9% - 1.1% | 644 | 158 |

A technical note: There is always a certain amount of error in estimating a value for the entire population of families in a state, based on data from a sample of families. Given the size of the population of families receiving early intervention services, and the number of families from whom completed surveys were received, there is a 95% likelihood that the true value of these percentages is as much as 7.8% less or more than the values given, depending on the standard error of the mean for each indicator.

Results Summary

The percents reported to OSEP for SPP/APR indicators 4a, 4b, and 4c are calculated as the percent of families whose measures are at or above a standard that is specific to each indicator. In these analyses, the standards applied were the standards recommended by a nationally representative stakeholder group convened by NCSEAM. This group identified items that most closely represented the content of each of the indicators and recommended the level of agreement that should be required on these items. For indicators 4a, 4b, and 4c, the recommended standards were measures of 539, 556, and 516, respectively, since these are the calibrations of the items most closely related to the indicators. The percent reported to OSEP for each indicator is the percent of families with measures on the Impact of Early Intervention Services on Your Family scale that are at or above these levels.

Figure 1 below shows the distribution of measures on the Impact on Families scale for all families whose data were submitted for this analysis. The overall average of all the individual family measures is 669. In Figure 1, vertical lines drawn at 539, 556, and 516 on the x-axis illustrate that the percentages of responding South Carolina Part C families with measures at or above these levels are 74%, 70%, and 86%, respectively, as shown in the previous page’s summary statistics. These percentages are the proportions of parents surveyed who indicate that the quality of the EI services received by their children and families meets or exceeds the standards set by a nationally representative group of early intervention stakeholders convened by NCSEAM in New Orleans in June, 2005. These standards were explicitly intended to set high, but achievable, goals. They represent the minimum level of services that parents, advocates, researchers, and administrators agree should be attained in all programs, for all children.

Figure 1:

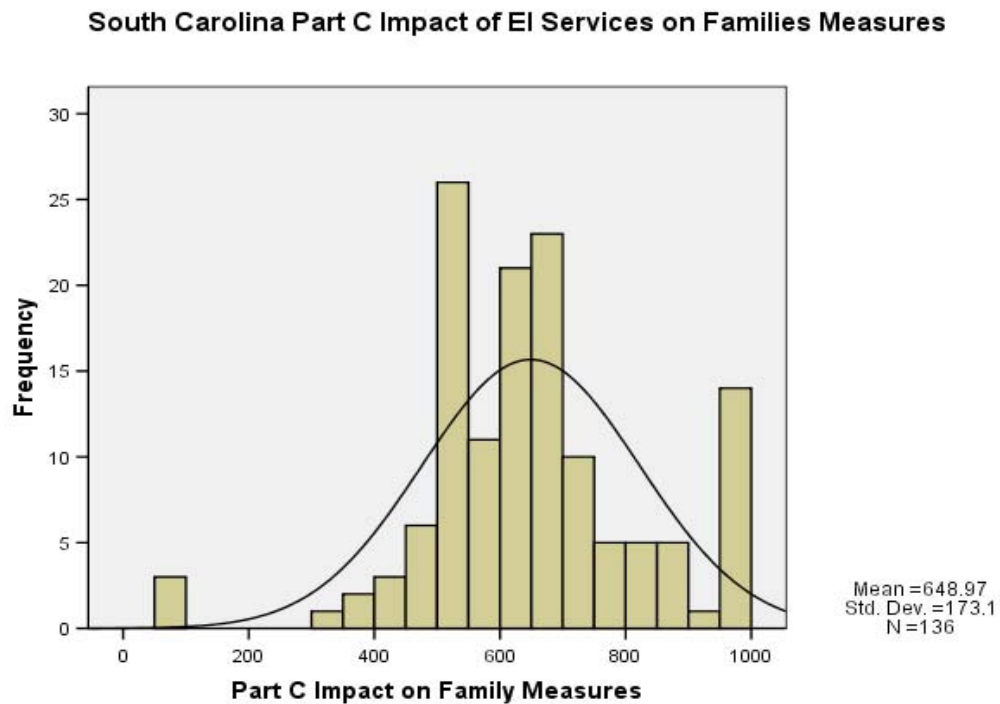
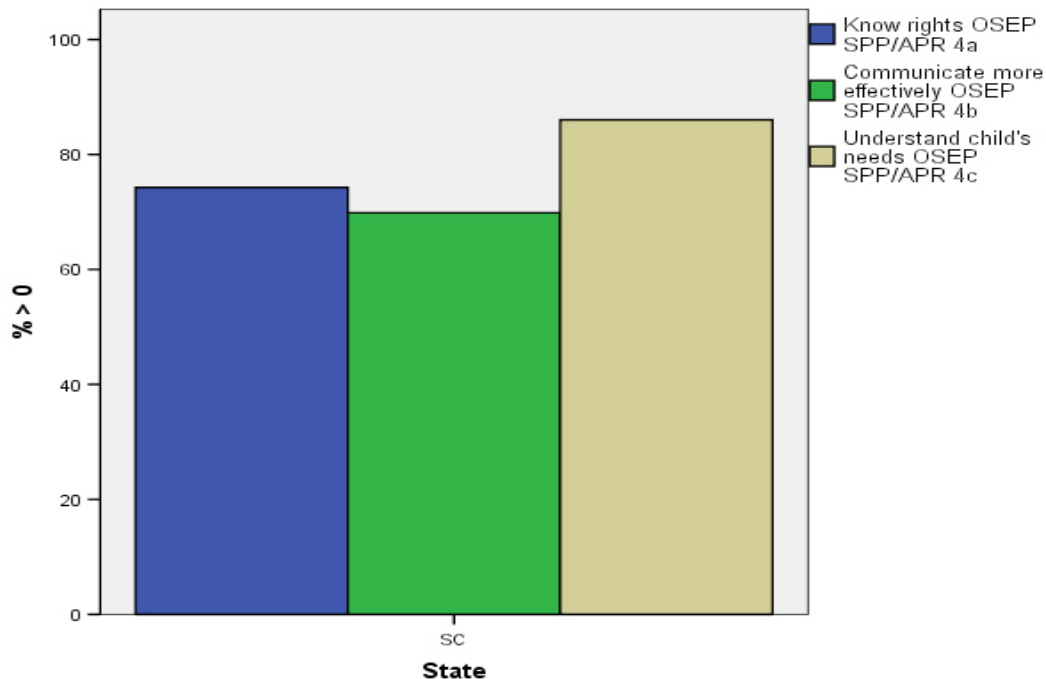


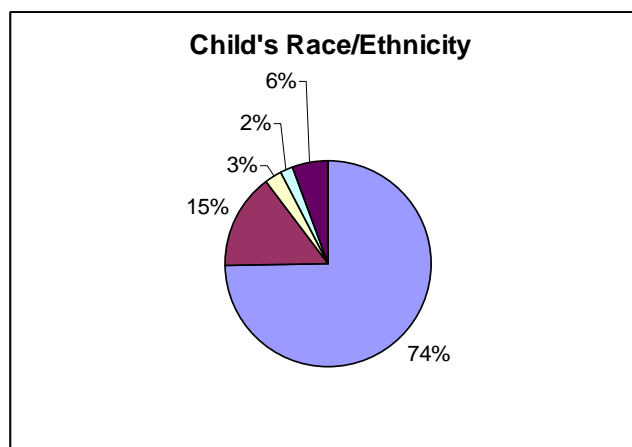
Figure 2 below shows the percentages on the Impact on Families in South Carolina Part C system regarding indicators #4a, 4b, and 4c which determine if families feel that early intervention services have helped them 4a- know their rights, 4b- effectively communicate their children's needs, and 4c-help their children develop and learn.

Figure 2:

South Carolina Part C Impact of EI Services on Families Measures by %



Figures 3 below are representative of the demographic data. Although the survey response rate was 18%, the survey data fairly demographically represents the families within the BabyNet system. Statistics indicated that 61% (n=107) respondents answered the question that explored the “**child's race/ethnicity**” and that of these respondents the largest race/ethnicity was white (74% or n= 80) with the second largest race/ethnicity was black or African-American (15% or n=16). Multi-Racial at 6%, Hispanic/Latino at 3% and Asian/Pacific Islander at 2% trailed behind the two largest groups. **Figure 3** provides an overview of all racial/ethnic data. These statistics are considered representative of families receiving services within BabyNet systems as overall, these are the two largest groups served within the system.



Measurable and Rigorous Target:

Setting a measurable and rigorous target for the state's performance on these indicators involves determining (a) what amount of change indicates *real* improvement, and not just random variation owing to sampling error; and (b) what amount of change indicates *meaningful* improvement, that is, a change that is likely to improve services and results for children with disabilities. Whereas (b) is a matter of judgment that is best determined by stakeholders, (a) is a straightforward matter of applying standard statistical computations.

NCSEAM has developed a target calculator that states can use to determine the minimum increase in percent that would represent a statistically significant change in the positive direction. SC used the NSEAM calculator to assist with setting the measurable and rigorous targets.

Stakeholder input gathered at the January 23, 2007 meeting of the State ICC was used to set targets for improving percentages.

| FFY | Measurable and Rigorous Target | | |
|--|--------------------------------|--|---------------------------------------|
| | A. Know their rights | B. Effectively communicate their child's needs | C. Help their child develop and learn |
| 2005 (2005-2006) Baseline | 74% | 70% | 86% |
| 2006 (2006-2007) | 79% | 75% | 91% |
| 2007 (2007-2008) | 83% | 79% | 95% |
| 2008 (2008-2009) | 87% | 82% | 95% |
| 2009 (2009-2010) | 91% | 86% | 95% |
| 2010 (2010-2011) | 95% | 90% | 95% |

Improvement Activities/Timelines/Resources:

The following are planned activities for improvement of family survey data collection.

| Activity | Lead Person/Agency | Completion Date | Notes (including resources needed) |
|--|---|------------------------|---|
| Monthly mail-outs. Family Survey mail outs within 30-days of child's projected BabyNet "exits/transitions" to all families with stated criteria to improve overall response rate of completed surveys. | DHEC, SC Budget and Control Board, TECS | On-going | |
| Regular (at least monthly) communication to exchange needed information for monthly mail outs of Family Surveys. | DHEC, SC Budget and Control Board, and TECS | On-going | Includes BabyTrac folder with available information for access by TECS |
| Training of community family support groups regarding proxy service and processes. | DHEC, ICC, TECS, and local community partners | On-going | Includes contacting such groups as Pro-Parents, Family Connections |
| Implement quality assurance/monitoring activities to ensure internal reliability of manual and electronic validation systems through at least quarterly internal audits. | TECS | On-going | Includes TECS evaluation team |
| Training of BabyNet personnel related to helping families know their rights; effectively communicating their child's needs; helping them help their children develop and learn. | DHEC and TECS | On-going | Includes communication with Regional level BabyNet personnel for information dissemination to local levels. |
| Training of community family support groups related to helping families know their rights; effectively communicating their child's needs; helping them help their children develop and learn. | DHEC, ICC, and TECS | On-going | Includes contacting such groups as Pro-Parents, Family Connections |

Part C State Annual Performance Report (APR) for FFY 2005 (2005-2006)**Overview of the Annual Performance Report Development:**

Same as previously described.

Monitoring Priority: Effective General Supervision Part C / Child Find

Indicator 5: Percent of infants and toddlers birth to 1 with IFSPs compared to:

- A. Other States with similar eligibility definitions; and
- B. National data. (20 U.S.C. 1416(a)(3)(B) and 1442)

Measurement:

- A. Percent = [(# of infants and toddlers birth to 1 with IFSPs) divided by the (population of infants and toddlers birth to 1)] times 100 compared to the same percent calculated for other States with similar (narrow, moderate or broad) eligibility definitions.
- B. Percent = [(# of infants and toddlers birth to 1 with IFSPs) divided by the (population of infants and toddlers birth to 1)] times 100 compared to National data.

| FFY | Measurable and Rigorous Target | |
|-----|--|---|
| (A) | % Toddlers birth to 1 with IFSPs compared to other States with similar eligibility definitions | Meet or exceed comparison state average |
| (B) | % Infants and toddlers birth to 1 with IFSPs compared to national data | Meet or exceed national % |

Target Data for FFY 2005:

| | Measure | Measurable and Rigorous Target | Actual Target Data | |
|-----|---|---|--------------------|---------|
| | | | Comparison % | State % |
| (A) | % Toddlers birth to one with IFSPs compared to other States with NARROW eligibility definitions | Meet or exceed comparison state average | 0.90% | 0.66% |
| (B) | % Infants and toddlers birth to one with IFSPs compared to national data | Meet or exceed national data | 0.92% | 0.66% |

Data source: BabyTrac June 10, 2006 "snapshot" of all active BabyNet cases.

Discussion of Improvement Activities Completed and Explanation of Progress or Slippage that occurred for FFY 2005:

The SC focus during FFY 2005 was obtaining goals set forth in the OSEP Compliance Agreement that ended in September 2006. Specific goals were not set for the portion of children, major efforts were made in increase the overall number of children served and to enroll children as early as possible. The state targets included in the 2005-2010 SPP were established based on the most current comparison state and national data.

The national figures for this indicator fell from 1.1% (FFY 2004) to 0.92% (FFY 2005). Compared to the national average, SC showed less of a decline from 0.70% in FFY 2005 to the current 0.66%. It's difficult to compare justify "slippage" in comparison to an entirely new group of states.

Although state comparisons are for similar states, the group of comparison states has changes substantially. We are not sure if the current data indicates need for improvement, or need for more realistic targets. However, because substantial changes were made to program policies and procedures effective August 2006, we wish to submit changes (with justification) for this and other measures after nine to twelve months of full implementation of the new policies. This will assure that the targets are based on data collected when the program was known to be in substantial compliance with applicable laws and regulations. Proposed changes will be reviewed in detail with the State ICC during upcoming meetings.

Revisions, with Justification, to Proposed Targets / Improvement Activities / Timelines / Resources for FFY 2005

None at this time.

Part C State Annual Performance Report (APR) for FFY 2005 (2005-2006)**Overview of the Annual Performance Report Development:**

Same as previously described.

Monitoring Priority: Effective General Supervision Part C / Child Find

Indicator 6: Percent of infants and toddlers birth to 3 with IFSPs compared to:

- A. Other States with similar eligibility definitions; and
- B. National data.

(20 U.S.C. 1416(a)(3)(B) and 1442)

Measurement:

- A. Percent = [(# of infants and toddlers birth to 3 with IFSPs) divided by the (population of infants and toddlers birth to 3)] times 100 compared to the same percent calculated for other States with similar (narrow, moderate or broad) eligibility definitions.
- B. Percent = [(# of infants and toddlers birth to 3 with IFSPs) divided by the (population of infants and toddlers birth to 3)] times 100 compared to National data.

| FFY | Measurable and Rigorous Target | |
|-----|--|---|
| (A) | % Toddlers birth to 3 with IFSPs compared to other States with similar eligibility definitions | Meet or exceed comparison state average |
| (B) | % Infants and toddlers birth to 3 with IFSPs compared to national data | Meet or exceed national % |

Target Data for FFY 2005:

| | Measure | Measurable and Rigorous Target | Actual Target Data | |
|-----|---|---|--------------------|---------|
| | | | Comparison % | State % |
| (A) | % Toddlers birth to three with IFSPs compared to other States with NARROW eligibility definitions | Meet or exceed comparison state average | 1.95% | 2.07% |
| (B) | % Infants and toddlers birth to three with IFSPs compared to national data | Meet or exceed national data | 2.24% | 2.07% |

Discussion of Improvement Activities Completed and Explanation of Progress or Slippage that occurred for *(Insert FFY):*

SC has improved substantially with regard to numbers served over the course of the 3-year Compliance Agreement that ended September 9, 2007. The FFY 2005 state goals were based on the Compliance Agreement expectations of service to 2.0% of the state population under age three. The lead agency, collaborating agencies and the State ICC have been intensely focused on this

target. SC is committed to maintaining early intervention services to *at least* 2% of the target population. However, it is difficult to state this intention in terms of comparison to states with similar eligibility criteria.

Revisions, with Justification, to Proposed Targets / Improvement Activities / Timelines / Resources for *(Insert FFY)*
[If applicable]

Because substantial changes were made to program policies and procedures effective August 2006, we wish to submit changes (with justification) for this and other measures after nine to twelve months of full implementation of the new policies. This will assure that the targets are based on data collected when the program was known to be in substantial compliance with applicable laws and regulations. Proposed changes will be reviewed in detail with the State ICC during upcoming meetings.

Part C State Annual Performance Report (APR) for FFY 2005 (2005-2006)**Overview of the Annual Performance Report Development:**

Same as previously described.

Monitoring Priority: Effective General Supervision Part C / Child Find

Indicator 7: Percent of eligible infants and toddlers with IFSPs for whom an evaluation and assessment and an initial IFSP meeting were conducted within Part C's 45-day timeline.

(20 U.S.C. 1416(a)(3)(B) and 1442)

Measurement:

Percent = [(# of eligible infants and toddlers with IFSPs for whom an evaluation and assessment and an initial IFSP meeting was conducted within Part C's 45-day timeline) divided by the (# of eligible infants and toddlers evaluated and assessed)] times 100.

Account for untimely evaluations.

| FFY 2005 | Measurable and Rigorous Target |
|----------|--------------------------------|
| FFY 2005 | 100% |

Actual Target Data for FFY 2005:

| Indicator # 7 Detailed Summary Table | | | |
|--|--------------|---------------------|---------------------------|
| REASON FOR DELAY OF IFSP SERVICE INITIATION | | | |
| | # | % | |
| Total # children with IFSPs | 3,475 | | |
| Children with IFSP completion within 45 days of referral | 3,336 | 96% | |
| Children IFSP completion 45 or more days after referral | 139 | 4% | |
| Reason for Late IFSP Completion | # | % Late IFSPs | % Total with IFSPs |
| BabyNet staff failed to make necessary arrangements | 70 | 50% | 2.0% |
| Family reasons* | 66 | 48% | 1.9% |
| Timely IFSP, but correct dates not entered into BabyTrac | 3 | 2% | <1% |
| TOTAL late IFSPs | 139 | 100% | 4% |

(*Cancelled arrangements, unable to contact, withdrew, etc)

1. *Data source:* BabyTrac June 10, 2006 "snapshot" of all active BabyNet cases.
2. *Data collection process:*

- a. DHEC central office staff completed statewide data run on June 30, 2006 of all children with an IFSP to identify all instances of noncompliance (i.e. IFSP completed 45 days or more after referral date).
- b. Each BabyNet intake/service coordinator was asked to report reason for every instance of late IFSP completion for children on their caseload on June 30, 2006.

Discussion of Improvement Activities Completed and Explanation of Progress or Slippage that occurred for FFY 2005:

Detailed data analysis indicates slightly more than 2% of documented instances of failure to complete IFSP within 45 days were fully correctable by BabyNet staff.

Revisions, with Justification, to Proposed Targets / Improvement Activities / Timelines / Resources for FFY 2005:

[If applicable]

The revised policy and procedure manual (effective August 2006), addressed all questions and issues known to contribute to inability to consistently complete IFSPs within the required 45-day time period. There was extensive preparation for implementing the new policies and all staff members attended sessions to review policy changes. Regional BabyNet consultants are available in each of the eight DHEC regions to provide training and/or immediate consultation when questions arise that can't be handled by the BabyNet coordinator (System Manager) in each region.

BabyTrac has been enhanced to provide "countdown" of days remaining to complete IFSP, alerts when due date approaches and red flags when the IFSP is overdue. Each intake/service coordinator must continually enter data into BabyTrac, so these reminders provide immediate notice. In addition, supervisors, local coordinators (BabyNet System Managers), and Regional Consultants regularly monitor BabyTrac data related to performance and compliance indicators for their caseload, staff and region respectively. System wide issues are handled through routine contact and formal monthly meetings of regional and state level representatives of all collaborating agencies.

Through these activities, instances of non-compliance will be identified and corrected promptly and effectively.

Part C State Annual Performance Report (APR) for FFY 2005 (2005-2006)**Overview of the Annual Performance Report Development:**

Same as previously described.

Monitoring Priority: Effective General Supervision Part C / Effective Transition

Indicator 8: Percent of all children exiting Part C who received timely transition planning to support the child's transition to preschool and other appropriate community services by their third birthday including:

- A. IFSPs with transition steps and services;
- B. Notification to LEA, if child potentially eligible for Part B; and
- C. Transition conference, if child potentially eligible for Part B.

(20 U.S.C. 1416(a)(3)(B) and 1442)

Measurement:

- A. Percent = [(# of children exiting Part C who have an IFSPs with transition steps and services) divided by the (# of children exiting Part C)] times 100.
- B. Percent = [(# of children exiting Part C and potentially eligible for Part B where notification to the LEA occurred) divided by the (# of children exiting Part C who were potentially eligible for Part B)] times 100.
- C. Percent = [(# of children exiting Part C and potentially eligible for Part B where the transition conference occurred) divided by the (# of children exiting Part C who were potentially eligible for Part B)] times 100.

| FFY | Measurable and Rigorous Target |
|----------|--------------------------------|
| FFY 2005 | 100% |

Actual Target Data for FFY 2005:

| | Measure | Target | Actual | Numerator | Denominator |
|----------|--|--------|-----------|-----------|-------------|
| A | IFSP with transition steps and services | 100% | See notes | See notes | 1,925 |
| B | LEA notification completed at 24 months of age | 100% | 100% | See notes | See notes |
| C | Transition conference completed at 33-36 months of age | 100% | 93% | 440 | 473 |

| Indicator # 8C Detailed Summary Table | | | |
|--|------------|-----|--|
| REASONS TRANSITION CONFERENCES NOT COMPLETED | | | |
| | # | % | |
| Total # children ages 33-36 months* | 473 | | |
| # With completed transition conference prior to 3 rd birthday | 440 | 93% | |

| | | | |
|---|----------|--------------------------------------|------------------------------------|
| # Without documented transition conference prior to 3 rd birthday | 33 | 7% | |
| Reason for No Transition Conference | # | % Children without conference | % All children 33-36 months |
| BabyNet staff failure to make necessary arrangements and/or participate in scheduled conference | 7 | 22% | 1.5% |
| Family failure to participate | 11 | 33% | 2.3% |
| LEA failure to participate | 3 | 15% | 1.1% |
| Other (conference completed by not entered in BabyTrac) | 10 | 30% | 2.1% |
| TOTAL late IFSPs | 139 | 100% | 7.0% |

(*On June 30, 2006 when compliance data collected via BabyTrac "snapshot" of active caseload.)

Discussion of Improvement Activities Completed and Explanation of Progress or Slippage that occurred for FFY 2005:

- A. As has been noted throughout the Compliance Agreement that ended September 9, 2006, compliance with this indicator was and is fully dependent on consistent use of a revised IFSP form that was made available statewide in August 2006. The IFSP forms in use prior to that date did not facilitate entry of complete transition information. In addition, staff providing BabyNet services across three different agencies were adhering to varying versions of program policy manual. All of this was remedied with the implementation of the new manual that was developed with interagency input. The new IFSP form has been submitted to OSEP for review.

Statistical data collected during the three formal monitoring visits (again, conducted according to standards included in the Compliance Agreement) indicated that about half (53%) of the records reviewed had a transition plan. However, because there was not consistent expectations about specifics to be included in a "transition plan", this data has not been used for APR reporting. In addition, the monitoring summary prepared the acting BabyNet monitoring coordinator indicates that "80% of the areas of noncompliance were not corrected due to systemic issues that required correction at the statewide level". That correction was completed in August 2006 with implementation of the current policy and procedure manual. The monitoring protocol will be revised to reflect these changes when the monitoring coordinator position is filled. Anticipated hiring date is April 1, 2007.

- B. In June 2006 SC established a system so that by the 5th working day of each month, the System Manager (or the DHEC BabyNet central office Regional Consultant) sends the designated contact person in each LEA a list of children in the caseload who reached two years of age month, *or* who had an IFSP completed *after* age two in the previous month. This assures that each LEA receives "directory information" on each child in the BabyNet caseload within five weeks of its second birthday. The report is has been programmed into BabyTrac and can be generated at any time by the service coordinator (for their caseload), supervisor (for all service coordinator staff members), system manager (for the region) or state level staff in each of the service coordinating agencies and the Part B agency for the entire BabyNet caseload.
- C. This indicator can be monitoring using BabyTrac as described above. Interagency arrangements for completing transition conferences are determined by local coordination teams within each DHEC regions. Methods for assuring completion of the transition conference vary from region to region. Lead agency staff constantly assesses success of processes within the region and the interagency team which meets face-to-face at least monthly. The DHEC BabyNet central office Regional Consultants now attends each of these meetings. "Best practices" are shared statewide through the Regional Consultants and quarterly meetings of systems managers from each Region.

Revisions, with Justification, to Proposed Targets / Improvement Activities / Timelines / Resources for *(Insert FFY)*

[If applicable]

Part C State Annual Performance Report (APR) for FFY 2005 (2005-2006)**Overview of the Annual Performance Report Development:**

Same as previously described.

Monitoring Priority: Effective General Supervision Part C / General Supervision

Indicator 9: General supervision system (including monitoring, complaints, hearings, etc.) identifies and corrects noncompliance as soon as possible but in no case later than one year from identification.

(20 U.S.C. 1416(a)(3)(B) and 1442)

Measurement:

Percent of noncompliance corrected within one year of identification:

- a. # Of findings of noncompliance.
- b. # Of corrections completed as soon as possible but in no case later than one year from identification.

Percent = [(b) divided by (a)] times 100.

For any noncompliance not corrected within one year of identification, describe what actions, including technical assistance and/or enforcement that the State has taken.

| FFY | Measurable and Rigorous Target |
|----------|--------------------------------|
| FFY 2005 | 100% |

Actual Target Data for FFY 2005:

Discussion of Improvement Activities Completed and Explanation of Progress or Slippage that occurred for FFY 2005:

Revisions, with Justification, to Proposed Targets / Improvement Activities / Timelines / Resources for *(Insert FFY)*
[If applicable]

Part C State Annual Performance Report (APR) for FFY 2005 (2005-2006)**Overview of the Annual Performance Report Development:**

Same as previously described.

Monitoring Priority: Effective General Supervision Part C / General Supervision

Indicator 10: Percent of signed written complaints with reports issued that were resolved within 60-day timeline or a timeline extended for exceptional circumstances with respect to a particular complaint.

(20 U.S.C. 1416(a)(3)(B) and 1442)

Measurement: Percent = [(1.1(b) + 1.1(c)) divided by 1.1] times 100.

| FFY | Measurable and Rigorous Target |
|----------|--------------------------------|
| FFY 2005 | 100% |

Actual Target Data for FFY 2005:

| Signed Written Complaints Received FFY 2005 | # | % |
|---|----|-----|
| Signed complaints received (Total) | 12 | |
| Complaints resolved within 60 days | 8 | 67% |
| Complaints requiring more than 60 days to resolve | 4 | 33% |

Discussion of Improvement Activities Completed and Explanation of Progress or Slippage that occurred for FFY 2005:

The four cases that exceeded the 60 timeline were due to the length of time it took to receive the requested information from parties involved and to allowing adequate time for a complete investigation of the complaints to be conducted. We currently have two complaints pending. Numerous other complaints were received and resolved by phone or face-to-face contact.

BabyNet procedures for handling complaints are described in detail in the policy manual and have been submitted to OSEP for review.

Revisions, with Justification, to Proposed Targets / Improvement Activities / Timelines / Resources for (Insert FFY)

[If applicable]

Part C State Annual Performance Report (APR) for FFY 2005 (2005-2006)**Overview of the Annual Performance Report Development:**

Same as previously described.

| |
|--|
| Monitoring Priority: Effective General Supervision Part C / General Supervision |
|--|

Indicator 11: Percent of fully adjudicated due process hearing requests that were fully adjudicated within the applicable timeline.

(20 U.S.C. 1416(a)(3)(B) and 1442)

| |
|---|
| Measurement: Percent = [(3.2(a) + 3.2(b)) divided by 3.2] times 100. |
|---|

| FFY | Measurable and Rigorous Target |
|----------|--------------------------------|
| FFY 2005 | 100% |

Actual Target Data for FFY 2005:

No mediations.

Discussion of Improvement Activities Completed and Explanation of Progress or Slippage that occurred for *(Insert FFY):*

Revisions, with Justification, to Proposed Targets / Improvement Activities / Timelines / Resources for *(Insert FFY)*
[If applicable]

Part C State Annual Performance Report (APR) for FFY 2005 (2005-2006)**Overview of the Annual Performance Report Development:**

Same as previously described.

Monitoring Priority: Effective General Supervision Part C / General Supervision

Indicator 12: Percent of hearing requests that went to resolution sessions that were resolved through resolution session settlement agreements (applicable if Part B due process procedures are adopted).

(20 U.S.C. 1416(a)(3)(B) and 1442)

Measurement: Percent = (3.1(a) divided by 3.1) times 100.

| FFY | Measurable and Rigorous Target |
|----------|--------------------------------|
| FFY 2005 | 100% |

Actual Target Data for FFY 2005:

No hearings.

Discussion of Improvement Activities Completed and Explanation of Progress or Slippage that occurred for *(Insert FFY):*

Revisions, with Justification, to Proposed Targets / Improvement Activities / Timelines / Resources for *(Insert FFY)*
[If applicable]

Part C State Annual Performance Report (APR) for FFY 2005 (2005-2006)**Overview of the Annual Performance Report Development:**

Same as previously described.

| |
|--|
| Monitoring Priority: Effective General Supervision Part C / General Supervision |
|--|

Indicator 13: Percent of mediations held that resulted in mediation agreements.

(20 U.S.C. 1416(a)(3)(B) and 1442)

| |
|---|
| Measurement: Percent = $[(2.1(a)(i) + 2.1(b)(i)) \text{ divided by } 2.1] \text{ times } 100.$ |
|---|

| FFY | Measurable and Rigorous Target |
|----------|--------------------------------|
| FFY 2005 | 100% |

Actual Target Data for FFY 2005:

No mediations.

Discussion of Improvement Activities Completed and Explanation of Progress or Slippage that occurred for *(Insert FFY):*

Revisions, with Justification, to Proposed Targets / Improvement Activities / Timelines / Resources for *(Insert FFY)*
[If applicable]

Part C State Annual Performance Report (APR) for FFY 2005 (2005-2006)**Overview of the Annual Performance Report Development:****Monitoring Priority: Effective General Supervision Part C / General Supervision**

Indicator 14: State reported data (618 and State Performance Plan and Annual Performance Report) are timely and accurate.

(20 U.S.C. 1416(a)(3)(B) and 1442)

Measurement: State reported data, including 618 data, State performance plan, and annual performance reports, are:

- a. Submitted on or before due dates (February 1 for child count, including race and ethnicity, settings and November 1 for exiting, personnel, dispute resolution); and
- b. Accurate (describe mechanisms for ensuring error free, consistent, valid and reliable data and evidence that these standards are met).

| FFY | Measurable and Rigorous Target |
|----------|--------------------------------|
| FFY 2005 | 100% |

Actual Target Data for FFY 2005:

Child count and exiting data submitted December 2006.

Discussion of Improvement Activities Completed and Explanation of Progress or Slippage that occurred for *(Insert FFY):*

Revisions, with Justification, to Proposed Targets / Improvement Activities / Timelines / Resources for *(Insert FFY)*
[If applicable]